



COMPLAINTS CODE OF PRACTICE

Date last revised: February 2018

Regarding Complaint Handling and Dispute Resolution for
Domestic and Small Business Customers

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1. Who we are

We have provided phone service since 1904 in the Hull and East Yorkshire area. We provide a range of services for both residential and business customers including different Talk plans, telephone equipment, network based features, voice and data services. This includes internet, mobile and hosting services. We have a dedicated network in East Yorkshire and parts of Lincolnshire, and indirect connections elsewhere.

2. What this Code is about

In providing services to customers we have to comply with various regulations. KCOM comply with the communications regulator, Ofcom, to ensure we have in place a Code of Practice which provides customers with details of how you can make a complaint, our process for dealing with complaints and where you can obtain help if you are not happy with our response to your complaint.

3. Our approach to complaints

We want to make sure that you are happy with the services we provide but sometimes we know things can go wrong. The purpose of this Code is to provide you with information about what to do and who to contact if you are having problems and how we will go about resolving any issues you might have. If something has not met your expectations, we want to know straight away.

We aim to provide you with a simple and effective way to complain and clear information about how we will deal with your complaint. If you complain about something that is our error we will explain what's gone wrong, apologise and try to put things right quickly. In some cases we will also consider compensation.

This Code applies to any of the services provided to you by KCOM but does not include services provided to you by other network operators or service providers.

4. How you can complain

There are a number of ways in which you can contact us to complain.

Phoning Us

If you're not happy with any of our services please let us know by calling Customer Services. We want to know about your problems so that we can stop them happening. The number for Customer Services can be found at the end of this document. If you require a copy of this document please contact us using the details above to request this.



Writing to us

It's often easier for us to find out what's happened and put things right if we have a brief explanation of what has concerned you. If you'd prefer to write our address is:

KCOM
37 Carr Lane
Hull
HU1 3RE

Emailing us

Alternatively if you are a residential customer you can email us with details of your complaint at question@kcom.com. Business customers can email us at businesscare@kcom.com. If you complain by email please remember to give us full details of your name, address and phone number so that we can investigate your complaint fully.

5. What is a complaint

A complaint is when we receive an expression of dissatisfaction with the way we've done things (or not done something) and you want us to respond to you or take action to address your concerns. Your complaint may relate to either the services we provide to you, the process we use for resolving complaints, or the customer service you have experienced.

6. How are the complaints resolved?

Anyone at KCOM can help to resolve a complaint. You will need to explain what your complaint is about and we will resolve it there and then, or will explain what further action we may need to take to consider your complaint and how long that will take.

We will deal with your complaint promptly and sympathetically. We aim to resolve all complaints within 5 days on average although it is usually quicker than that.

If you are unhappy with how your complaint is being managed or you feel that our usual complaints process is not able to deal with your complaint satisfactorily then your complaint may be escalated to the Customer Experience Team to coordinate. Your case will be fully reviewed by people who have not previously been involved so that you (and we) can be sure of a fresh approach to the issue.

Independent help or advice may be available locally from the Trading Standards Department or Citizens Advice Bureau (please see contact details at the end of this document). Please talk to us first as we can often settle these issues during a phone call.

Ultimately, if you are dissatisfied with the outcome of your complaint then you may choose to take your complaint to Alternative Dispute Resolution (see below).



7. The Adjudication Scheme

We recognise that some complaints cannot be settled without the help of an outside, independent authority. You can take the case to a court where you are likely to have to appear in person and present your case. Alternatively you may wish to consider using the Ombudsman scheme for communications (Ombudsman Services: Communications, “OSC”) that has been especially created for use in the communications industry.

A complaint may be taken to OSC if we have formally informed you that the complaint that you asked us to resolve is in deadlock, or if the complaint you made to us has not been resolved within 8 weeks. Alternatively you can request that we issue a deadlock letter to allow you to refer the matter to OSC if you feel we are not going to be able to resolve your complaint.

The OSC’s job is to investigate complaints fairly, listen to both sides of the story and look at the facts. The decision is binding on us but you can reject it and take the dispute to court.

To find out how the service works and what it covers, please refer to the OSC website or call them on 0330 440 1614. The scheme is meant as a straightforward alternative to legal action and is free for customers to access and use.

You can contact OSC as follows:

OSC website: www.os-communications.org

Postal address: Ombudsman Services: Communications, PO Box 730, Warrington, WA4 6WU

Email address: enquiries@os-communications.org

Phone number: 0330 440 1614

Text phone number: 0330 440 1600

Fax number: 0330 440 1615

8. Help for disabled customers

We want to make sure that we do not discriminate against our disabled customers. We have special arrangements for customers who are disabled and if you feel that additional assistance is needed in making a complaint to us or in dealing with your complaint then please let us know. If you feel uneasy about this, then please contact a group, such as the Hull Council of Disabled People, who know about the help available (their address is found at the end of this document).



9. Standards of service and compensation

Sometimes things can go wrong and, if it's our error, we may pay compensation. Full details are available by calling Customer Services.

Different maximum amounts of compensation are payable depending on whether you are a business or residential customer and the service on which the issue has occurred. Compensation is payable if:

- we do not install your phone service by the published target times or the date we have agreed with you;
- we fail to keep an arranged appointment for maintenance or repair work; or
- the phone service is cut off because of faults on our network and we do not restore service within our published target times.

Claims for other forms of compensation are covered by the terms and conditions of our contract with you.

10. Our contact details

If you have a complaint, the first point of contact is:

Residential Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE

Email address: question@kcom.com

Phone number: 01482 602555

Business Postal address: KCOM, 37 Carr Lane, Hull, HU1 3RE

Email address: businesscare@kcom.com

Phone number: 0800 915 5777

11. Useful contacts

Sometimes you might decide that you want or need some help with any issues you may have with us. The following provides details for those organisations who you might wish to contact:

Office of Communications
www.ofcom.org.uk
OFCOM head office address: Ofcom
Contact Centre
Riverside House
2A Southwark Bridge Road, London
SE1 9HA
Tel (Head office): 0300 123 3000
contact@ofcom.org.uk

OFCOM Postal complaints address: PO Box
1285, Warrington, WA1 9GL.
Tel (Warrington office): 020 7981 3040
Full details of how to contact Ofcom,
including how to provide them with
information online, can be found here:
[https://
www.ofcom.org.uk/about-ofcom/contact-us](https://www.ofcom.org.uk/about-ofcom/contact-us).

Trading Standards Advice Kingston Upon
Hull City Council Trading Standards Advice
Centre Unit 2, Bond Street, Hull
HU1 3EN
Tel: 01482 300300

East Riding of Yorkshire Council
Consumer Protection
County Hall, Beverley
HU17 9BA
Tel: 01482 393939

Hull Council of Disabled People
35 Ferensway
Hull
HU2 8NA
Tel: 01482 326140

Citizens Advice Bureau
www.citizensadvice.org.uk
2 Charlotte Street Mews
Hull
HU1 3BQ
Tel: 01482 224608